

# **Prevention & Early Intervention (PEI) Planning Panel Participant Evaluation Results**

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**Alameda County Behavioral Health Care Services (ACBHCS)  
Mental Health Services Act**

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## **Executive Summary**

The following document contains the results of the Prevention and Early Intervention (PEI) Planning Panels stakeholder satisfaction survey. On average, participants from the General, Underserved Ethnic and Language Populations, and Consumers agreed that their voices were heard and valued; that their participation has helped to improve the PEI services in Alameda County; and that the PEI strategies that have been developed are reflective of community needs. Survey participants also provided feedback about the PEI panel process. The respondents found the diversity of the panels, the opportunity to work in interdisciplinary teams and the graphic recording helpful. Additionally, the respondents commented on the openness and inclusiveness of the panel process. Respondents also provided suggestions for improvement, such as simplifying the stipend process, increasing the time for consumption and processing of information, increasing the duration/frequency of writing group meeting times, stronger facilitation, providing more information on the panel process and providing a clearer definition of PEI.

## **Background**

The Prevention and Early Intervention (PEI) Planning Panels met in January and February 2008. Their participation started at a kick-off conference on January 11<sup>th</sup> and 12<sup>th</sup> and ended with the Joint Integration Conference on February 23<sup>rd</sup>, 2008. The Planning Panels included a General Planning Panel and an Underserved Ethnic and Language Populations Panel. Both panels had diverse membership that included representatives from many groups, including mental health consumers. In order to evaluate the planning process and participation experience for the panel members, the Mental Health Services Act (MHSA) planning staff distributed a survey. The following report includes the results and feedback from the survey.

## **The Survey**

The survey was divided into three sections and consisted of eight questions. Section one, questions one to two, prompted respondents to answer questions about themselves. Question one asked "Which planning panel did you participate in?" Question two asked "How would you describe yourself?" Question two determined whether a panelist identified as a consumer, family member and/or other stakeholder. Respondents were instructed to check all answers that applied.

Section two consisted of questions three through five. Respondents were instructed to rate statements three through five on a five-point scale (Strongly Agree=5; Agree=4; Neutral=3; Disagree=2; Strongly Disagree=1) to determine how much they agreed with each statement.

Section three, questions six through eight, consisted of open-ended questions. Respondents were prompted to state what worked well and what could have been improved when considering the following questions: 1. "What did you like best about this process?"; 2. "What could have been improved?"; and 3. "Do you have any other comments or input that you would like to share with planning staff?"

## **Respondents**

Nearly sixty panel members attended the Joint Integration Conference. Twenty-one General (60%) and 14 Underserved/Ethnic (40%) panelists responded to the survey. Of the thirty-five total respondents, eleven (31%) were consumers. Table I illustrates the number and percentage of respondents that answered questions one through five.

Table I

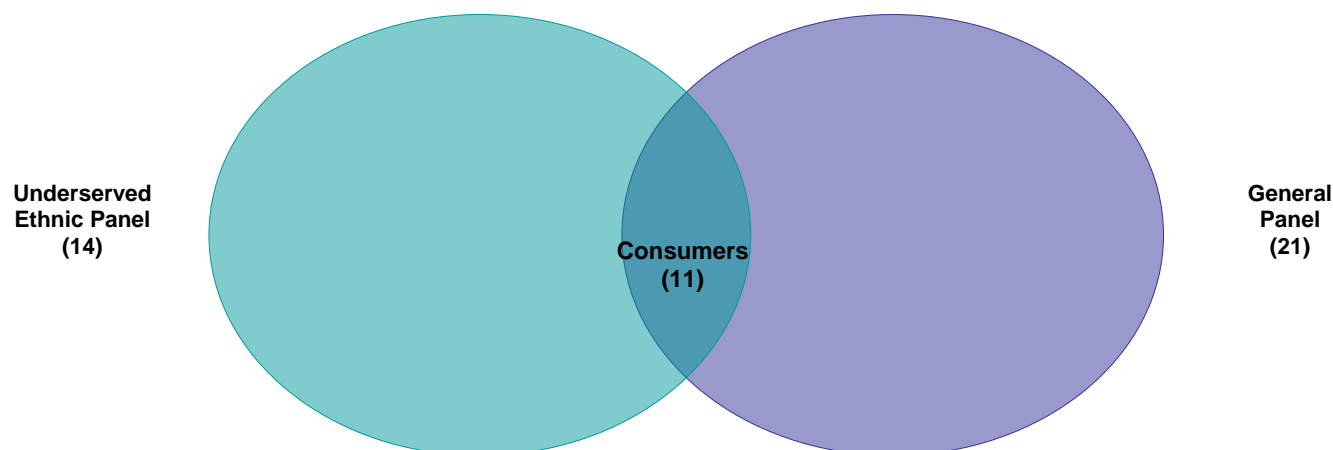
	<b>General Panel</b>	<b>Underserved/Ethnic Panel</b>	<b>Consumers*</b>	<b>All Respondents</b>
<b>Number of Respondents</b>	21	14	11	35
<b>% of Total</b>	60%	40%	31%	100%

\*Four Consumers also identified as family members and other stakeholders.

### Consumers

Figure A provides a visual representation of Consumers within the panels. Eleven Consumers came from both the General and Underserved Ethnic Panels. Of the eleven Consumer respondents, five (45%) were from the General Panel and six (55%) were from the Underserved/Ethnic Panel.

Figure A



### Average Scores for Statements Three through Five

Table II illustrates the average scores of the General and Underserved/Ethnic Panels. Respondents were provided with a scale of “Strongly Agree=5” to “Strongly Disagree=1”. The table also contains the eleven Consumer responses from both the general and ethnic/underserved panels in order to highlight Consumer feedback.

Table II

	General Panel	Underserved/Ethnic Panel	Consumers	All Respondents
<b>Statement #3: I feel my voice was heard and valued in this process</b>	4.4	4.1	4.1	4.3
<b>Statement #4: I feel that my participation has helped to improve PEI services in Alameda County.</b>	4.0	4.2	3.9	4.1
<b>Statement #5: I feel that the PEI strategies developed by the panels are reflective of community needs.</b>	4.2	4.1	4.1	4.2

### Responses to Statements Three through Five

This section describes participant responses to the following statements:

- Statement #3: “I feel my voice was heard and valued in this process”
- Statement #4: “I feel that my participation has helped to improve PEI services in Alameda County”

- Statement #5: “I feel that the PEI strategies developed by the panels are reflective of community needs”

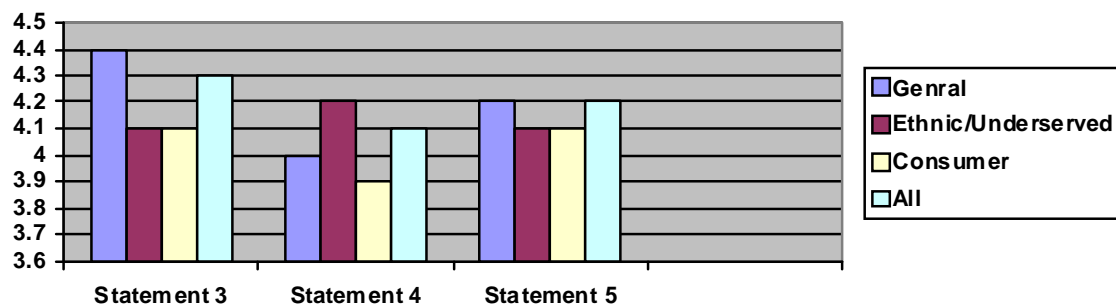
Table III contains the number of respondents, average scores, mode, low and high ranges of responses from the General, Underserved/Ethnic and Consumer respondents for statements three through five; and The table also includes cumulative responses and scores in the “All” column.

Table III

Respondents				
	General	Underserved/Ethnic	Consumers	All
Statement #3	21	14	11	35
Statement #4	21	14	11	35
Statement #5	21	14	11	35
Average				
Statement #3	4.4	4.1	4.1	4.3
Statement #4	4	4.2	3.9	4.1
Statement #5	4.2	4.1	4.1	4.2
Mode				
Statement #3	5	4	4	4
Statement #4	4	4	4	4
Statement #5	4	4	4	4
Low Range				
Statement #3	3	3	3	3
Statement #4	2	3	2	2
Statement #5	2	3	2	2
High Range				
Statement #3	5	5	5	5
Statement #4	5	5	5	5
Statement #5	5	5	5	5

Figure B demonstrates the difference in average scores across the three groups and includes the average scores for all thirty-five respondents for statements three through five. The variance of the average score between groups was slight, which ranged from 3.9 to 4.4.

Figure B



#### General Panel

On average, the General Panel “agreed” with statements one through three. The group rated the statement three (“I feel my voice was heard and valued in this process”) the highest (4.4) when compared to statements four and five.

#### Underserved/Ethnic Panel

On average, the Underserved/Ethnic Panel “agreed” with all three statements. The group rated statement number four (“I feel that my participation has helped to improve PEI services in Alameda County”) the highest (4.2). The group rated statements three and five with a 4.1.

#### Consumers

On average, Consumers gave the lowest rating (3.9) to statement number three (“I feel that my participation has helped to improve PEI services in Alameda County.”) Like the Underserved/Ethnic Panel, Consumers rated statements three and five with a 4.1.

#### All

On average, the entire group of respondents “agreed” with statements three through five. The highest scoring statement was statement three (“I feel my voice was heard and valued in this process”).

#### Open-Ended Questions

The open-ended questions provided respondents with the opportunity to offer any feedback that they felt necessary. Respondents were prompted to share what worked well and what could have been improved for questions six through eight.

#### General Themes

The open-ended questions allowed respondents to provide their own comments. The comments contained general themes that have been collapsed and grouped into themes. The most popular themes are summarized below.

The groups liked the:

- Diversity of the panels;
- Opportunity to work in an interdisciplinary team;
- Openness of the panels and
- Graphic recording.

In general, the groups suggested the following improvements:

- The stipend process;
- Increase time for the consumption and processing of information;
- Increase duration/frequency of writing groups meeting times;
- Provide stronger facilitation, such as keeping comments on track;
- Provide more information on the panel process, such as commitment requirements and
- Provide of a clearer definition of PEI.

Table IV contains the number of respondents and aggregated comments that emerged in each group for questions six through eight. Comments that emerged more than once have been synthesized and bulleted below. Additionally, other comments such as appreciations and grievances were captured in the below table.

Table IV

	General Panel	Underserved/Ethnic Panel	Consumers
<b>Number of Respondents</b>	20	13	10
<b>Question #6: What did you like best about this process?</b>	<b>The panels liked...</b>		
	<ul style="list-style-type: none"> <li>• That representatives from many communities were present</li> <li>• That the panels were diverse</li> <li>• That we had the opportunity to share</li> </ul>	<ul style="list-style-type: none"> <li>• That the panels were diverse</li> <li>• That we were provided with a safe space to discuss issues</li> <li>• That we were provided an</li> </ul>	<ul style="list-style-type: none"> <li>• That consumers participated</li> <li>• That the panels were diverse</li> <li>• That the panels were professionally diverse</li> <li>• The openness</li> </ul>

	<p>expertise</p> <ul style="list-style-type: none"> <li>• That the process was inclusive</li> <li>• That there was passion to change systems</li> <li>• The session presentations</li> </ul>	<p>opportunity to learn about the county's system</p> <ul style="list-style-type: none"> <li>• That the panels were divided between General and Underserved/Ethnic groups</li> <li>• The facilitator's flexibility</li> <li>• The graphic recording</li> </ul>	<ul style="list-style-type: none"> <li>• The team work</li> <li>• The communications in both written and email form</li> <li>• The graphic recording</li> <li>• The comfortable meeting accommodations</li> </ul>
<b>Question #7: What could have been improved?</b>	<b>The panels suggested the following improvements ...</b>		
	<ul style="list-style-type: none"> <li>• Provide stronger facilitation to keep discussion on topic</li> <li>• Improve the stipend process</li> <li>• Reduce the amount of information that is repeated</li> <li>• Spread out meeting dates</li> <li>• Present more research and best practices</li> <li>• Do not add new members once the panel has formed (Consistent attendance of BHCS staff as well)</li> <li>• Form panels earlier so that information can be processed easier</li> <li>• Provide a Clearer definition of PEI</li> </ul>	<ul style="list-style-type: none"> <li>• Include more diversity on the panels</li> <li>• Ensure inclusion of all members</li> <li>• Provide more time to process information</li> <li>• Provide larger stipends</li> <li>• Assist consumers in preparing for panel process</li> <li>• Provide clearer definition of parameters of service</li> <li>• Provide more time/opportunities for writing groups to meet</li> <li>• Use more empowerment, rather than clinical approaches</li> <li>• Incorporate a wellness approach</li> <li>• Include consumers in each step of the process</li> </ul>	<ul style="list-style-type: none"> <li>• Simplify the stipend process</li> <li>• Provide more time for presentations</li> <li>• Include more diversity in the panels</li> <li>• Provide clearer definition of parameters of service</li> <li>• Include more consumers on the panel</li> <li>• Include alternatives to Western healing and practices</li> <li>• Provide more time/opportunities for writing groups to meet</li> <li>• Incorporate self-help and empowerment</li> </ul>
<b>Question #8: Do you have any other comments or input that you would like to share with planning staff?</b>	<b>The panels shared the following appreciations...</b>		
	<ul style="list-style-type: none"> <li>• Thank you for the nourishing food</li> <li>• Special thanks to Wendi</li> </ul>	<ul style="list-style-type: none"> <li>• Continue the innovative strategies to reach underserved ethnic populations</li> <li>• Thank you to the BHCS staff</li> <li>• The facilitator did a good job</li> </ul>	<ul style="list-style-type: none"> <li>• The BHCS is doing a great job</li> <li>• The BHCS is providing great assistance</li> <li>• The facilitation is done well</li> </ul>

	<b>The panel shared the following grievances...</b>		
	<ul style="list-style-type: none"> <li>• Not satisfied with the first two meeting locations</li> </ul>	<ul style="list-style-type: none"> <li>• The information in the meeting was overwhelming</li> <li>• The second integration conference was not helpful</li> </ul>	<ul style="list-style-type: none"> <li>• Involve more consumers in each step of the process</li> </ul>

#### **Next Steps**

The evaluation results will be shared with the participating members in the PEI panels, the Ongoing Planning Council (OPC) and the appropriate Alameda County Behavioral Health Care Services staff.

In the spirit of continuous learning and improvement the MHSA planning staff will work to incorporate the survey feedback in the remaining processes. Moreover, the MHSA planning staff will share the best practices and themes that emerged to advance future community engagement planning processes.



**Attachment I: PEI Survey**

**Prevention & Early Intervention (PEI) Planning Panel  
Participant Evaluation Form**

*Please tell us about yourself...*

**1. Which planning panel did you participate in? (check one)**

☐ General    ☐ Underserved Ethnic and Language Populations (UELPL)

**2. Are you a mental health consumer or a family member of a mental health consumer? (check one)**

☐ Yes    ☐ No

*Please rate how much you agree with the following statements...*

**3. I feel that my voice was heard and valued in this process. (check one)**

☐ Strongly Agree    ☐ Agree    ☐ Neutral    ☐ Disagree    ☐ Strongly Disagree

**4. I feel that my participation has helped to improve PEI Services in Alameda County. (check one)**

☐ Strongly Agree    ☐ Agree    ☐ Neutral    ☐ Disagree    ☐ Strongly Disagree

**5. I feel that the PEI Strategies developed by the panels are reflective of community needs. (check one)**

☐ Strongly Agree    ☐ Agree    ☐ Neutral    ☐ Disagree    ☐ Strongly Disagree

*Please share what worked well and what could have been improved.*

**6. What did you like best about this process?**

**7. What could have been improved?**

**8. Do you have any other comments or input that you would like to share with planning staff?**

*Thank you! Your answers will help us to improve our planning efforts in Alameda County.*